

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central East District

33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Original Public Report

Report Issue Date: November 6, 2024

Inspection Number: 2024-1134-0002

Inspection Type:

Complaint
Critical Incident

Licensee: Revera Long Term Care Inc.

Long Term Care Home and City: Fosterbrooke, Newcastle

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 30, 31, 2024 and November 1, 4 - 6, 2024

The following intake(s) were inspected:

Intake: #00116949 - Complaint regarding air temperature in the home

Intake: #00118571 - Complaint regarding alleged sexual abuse

Intake: #00127230 - Complaint regarding resident care

Intake: #00128199 - CI #2625-000006-24 - Alleged neglect of a resident

Intake: #00129362 - CI #2625-000007-24 - Alleged staff to resident sexual abuse

Intake: #00129433 - CI #2625-000008-24 - Fall of a resident resulting in injury

The following **Inspection Protocols** were used during this inspection:

Skin and Wound Prevention and Management

Resident Care and Support Services

Infection Prevention and Control

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central East District

33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Prevention of Abuse and Neglect
Reporting and Complaints
Falls Prevention and Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Skin and wound care.

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 55 (2) (b) (iv)

Skin and wound care

s. 55 (2) Every licensee of a long-term care home shall ensure that,

(b) a resident exhibiting altered skin integrity, including skin breakdown, pressure injuries, skin tears or wounds,

(iv) is reassessed at least weekly by an authorized person described in subsection (2.1), if clinically indicated;

The licensee has failed to ensure that a resident, who exhibited altered skin integrity was reassessed at least weekly, using a clinically appropriate assessment instrument that is specifically designed for skin and wound assessment. Specifically, altered skin integrity was not reassessed one week in October 2024, and three weeks in September 2024.

Sources: resident's clinical record, and an interview with a management staff member

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central East District

33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

WRITTEN NOTIFICATION: Dealing with Complaints

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 108 (1) 3. i.

Dealing with complaints

s. 108 (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

3. The response provided to a person who made a complaint shall include,
 - i. the Ministry's toll-free telephone number for making complaints about homes and its hours of service and contact information for the patient ombudsman under the Excellent Care for All Act, 2010,

The licensee has failed to ensure that home's response provided to a complainant included the Ministry's toll-free telephone number for making complaints about homes and its hours of service and contact information for the patient ombudsman under the Excellent Care for All Act, 2010.

Sources: critical incident report, and an interview with a management staff member